

PERFORMANCE & TALENT

Engagement Module: Best Practice

Tips for using the Engagement Module

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10/04/24



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1. Suggestion Box

This new 'always-on' feature of the Performance & Talent system provides colleagues with the opportunity to raise ideas, concerns, feedback at any time. It also allows colleagues to give a shout-out to other colleagues (specifically groups who they can't give personal feedback to).

- **Ensure it is always turned "on."** There can sometimes be a natural tendency to test out a new feature, and if it doesn't seem to work or gain the expected traction we might switch it off. The Suggestion Box feature works best when it's readily available for employees' feedback, ideas and concerns at all hours of the day. Like much of Performance & Talent, the Suggestion Box feature supports cultural change which can take time. Keeping it on ensures employees are able to reach it when they need it.
- **Offer the ability to comment anonymously.** While we advocate open and honest conversations, we appreciate there may be times when employees would rather raise a suggestion anonymously and in confidence. For those cases, this feature comes in handy.
- **Set a regular cadence of checking the suggestions.** Just as you would with other Performance & Talent reports, be sure you are pulling the suggestion box data on a regular basis to keep up with the suggestions/feedback your organisation is sharing with you. It is good practice to acknowledge all suggestions and share your plan of action to address it where appropriate. If a suggestion is not feasible for whatever reason, thanking the contributor and providing an explanation around the limitation helps provide clarity and transparency to the employee. Whether it be via HR emails or at a company-wide town hall, the purpose of the Suggestion Box is to give a voice to employees, so do your best to address their suggestions when they come up.
- **Create a Suggestions Power Group.** Engage with a cross section of your team to regularly review suggestions communicate actions to be undertaken with actions.

2. My Mindspace

This is a regular checkpoint which helps colleagues think about intrinsic factors such as motivation, autonomy and wellbeing.

- **Spread Awareness.** Initially, the focus will be on getting employees to use the Mindspace feature and ensuring they understand their responses will be anonymous. Having buy-in from your CEO or Executive team on the wellbeing of your staff can go a long way, so ensure they communicate this sentiment to users so they feel confident and comfortable to share how they are feeling.
- **Address findings to implement real change.** Analyse the responses on a regular basis (by org unit where relevant) and share insights with your executive and management teams. These insights can often highlight opportunities that can lead to potential improvements for individuals, teams and the company as a whole.
- **Share the results.** After analysing the results, have managers share the key points with their staff and teams, and address any main points of concern. Having transparent conversations on this data will gain trust and inspire individuals to work together towards a common goal.

3. Custom Employee Survey

The employee survey tool allows you to create customised pulse surveys with select parts of the organisation, to get quick and meaningful feedback. To maximize usage, we have listed some suggestions below:

- **Get creative.** This feature allows for administrators to create and customise a survey and send it to select organization units within the business, so feel free to get creative beyond a general “Check In” survey. If there are parts of the business that would benefit from a quick touch point, experiment with launching different types of surveys. From addressing the engagement of your employees to ensuring employees are feeling comfortable in times of change, this is a great way to gain quick, powerful insights.
- **Keep it short and succinct.** Employees will not answer a survey that has large amounts of text and that will take them an extensive period of time to complete. Instead, keep your questions short and to the point, and perhaps increase the frequency of them, as opposed to long, chunky surveys once a year.
- **Ask the hard questions.** Since the survey feature is anonymous, you can confidently ask questions around things like leadership, communication and engagement, knowing employees will be able to share their honest feedback directly.
- **Utilise the data.** Once you have completed a survey and pulled the results, ensure you are taking the time to share your insights with your executive and management teams. This is essential to drive action in different parts of the business and to have all business leaders on the same page.




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